



Recall Campaign 16V-071: Driver's Front Air Bag Module E83

This Service Information bulletin Replaces SI B65 04 16 **dated March 2016** for E83 vehicles only.

MODEL

E83 (X3)

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving Driver's Front Air Bag Module on certain BMW vehicles that are equipped with non-desiccated Takata PSDI-5 inflators. These vehicles, covering model years 2006-2010 have not been part of earlier Takata-related air bag recalls.

This is an industry-wide safety recall involving driver's front air bag modules. BMW is committed to helping you manage this recall campaign in the least disruptive fashion.

All customers affected by this Recall will be sent a final letter in September 2016. This letter will inform them that their vehicle is affected by this recall and letting the customer know they can visit their dealer for the repair.

A copy of the first letter that was sent to these customers is attached.

To assist you with customer concerns please reference the attached Q & A that will be updated as information becomes available. You can identify the latest version by the date that is referenced at the bottom of the page.

Affected Vehicles

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

The total vehicle population was identified by Defect Code 0000001100. This Defect Code is temporary until the final repair information is released. This Defect Code cannot be used for warranty claims submission.

The first set of vehicles to be repaired under this Recall have been assigned Defect Code 0032350200. As customer letters are mailed, we will add these VINs to this defect code and remove 0000001100 from being displayed. We will update this bulletin with a customer mail date as it becomes available.

There are approximately 65,000 X3 vehicles in the US that are equipped with non-desiccated Takata PSDI-5 inflators.

Model	Series	Model Year	Approx .Volume	Production Dates
X3 SAV	E83	2007 – 2010	64,925	Aug 2006 – Aug 2010

Non-Affected Vehicles

Within the BMW “Model” groups identified above, there are vehicles that **are not** equipped with the “non-desiccated Takata PSDI-5 inflators” type air bag. The air bags fitted on these vehicles were sourced from a different manufacturer, these air bags **are not** affected by this Recall. These VINs will not be flagged and these customers will not receive a letter for these vehicles.

CORRECTION

Replace the driver’s front air bag assembly. This is an interim repair. Please review questions 25 and 26 in the attached Q &A for more details.

PROCEDURE

Please record exterior cosmetic condition of air bag assembly on the Repair Order prior to any repair.

Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- REP 32 34 020 - Removing and installing/replacing air bag unit (from 09/2006)
- REP 32 34 030 - Removing and installing/replacing air bag unit (sport steering wheel)

Before installing the replacement part, the new air bag module’s serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim’s comment section

PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
32 30 6 884 326	Air bag module driver's side base 1	1
	OR	
32 30 6 884 327	Air bag module, driver side Sport (SA0710 or SA0255)	1

Important! Disposal of used parts

The parts replaced and submitted through this Recall claim entry procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

A DCSnet part return tag will be generated for the driver's side front air bag module with special handling instructions. Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

A shipping procedure has been created for returning the replaced air bag modules **directly to Takata**. There is also a procedure available for "Bulk Shipping 15 or more air bag modules" at one time to Takata.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them.

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

Your center is responsible for following all rules and regulations that apply to shipping dangerous goods as described in the attachment.

Please **do not** return these Technical Campaign air bag modules to the:

- Warranty Parts Return Center (WPRC) or to the
- Recycling/disposal vendors listed in the Warranty Policy and Procedures Manual, Section 6.

WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:	00 32 35 02 00	
Labor Operation:	Labor Allowance:	Description:
00 64 072	5 FRU	Replace air bag module, driver's side

TREAD Act - Previous Customer-Pay Repairs

With this Recall Campaign, a prior repair reimbursement is unlikely. Typically, a customer would have their driver's front air bag module replaced as a result of an accident. In such a case, either an insurance company or the customer themselves, paid for the replacement of the above mentioned air bag module in conjunction with the accident repairs. Such cases are not covered by this campaign and are not entitled to reimbursement.

In the case where the customer paid for the replacement of his/her driver's front air bag module not as a result of an accident, and due to the fact that it was covered by this Recall Campaign, please reimburse the customer-paid repair expense as follows:

Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this "Recall" Service Information bulletin.

- If this prior repair qualifies, reimburse the customer (labor and parts).
- Submit for this customer-paid repair expense under **Defect Code 85 99 00 12 NA**, as follows:
 - Sublet Code "3"
 - Dollar amount (with no markup)
 - Comment: Reimbursement for allowable expenses related to the previous customer-pay repair
 - Please detail and itemize the claimed sublet on the repair order and in the claim comment section.
 - Retain the "original" customer pay invoice in your files; this documentation may be requested by BMW during the claim review process)

Note: When submitted as outlined above, the claim submission for this "customer-pay reimbursement" will not close the "Open" Safety Recall on the vehicle.

ATTACHMENTS

View PDF attachment [B8 0216 20a Safety Recall 16V071](#).

View PDF attachment [B012314 Vehicle Storage Agreement -Takata](#).

View PDF attachment [B651516 Dealer Script Recall](#).

View PDF attachment [B651516 Final Customer Letter](#).

View PDF attachment [B651516 Q&A](#).

View PDF attachment [B651516 Recall Notice](#).

View PDF attachment [B651516 Parts Bulk Ship Return](#).

View PDF attachment [B651516 Parts Return Program Instructions](#).

View PDF attachment [BMW Dealer Toolkit UPDATED 03 25 2016 rev1](#).

View PDF attachment [REP-32-34-020 E83](#).

View PDF attachment [REP-32-34-030 E83](#).

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VEHICLE STORAGE AGREEMENT

You, _____ are the owner/lessee of a model year _____

BMW _____ VIN: _____ ("Vehicle") _____ ("Mileage")

You have been informed that your Vehicle (referenced above) is subject to the Takata Air Bag Recall issued by BMW of North America, LLC ("BMW NA"). The replacement parts to address this Recall are not available at this time.

The authorized BMW center is providing you with a loaner/rental vehicle to drive until BMW NA notifies you that the parts are available to repair your Vehicle, or until such time as the center requests that you return the loaner/rental vehicle, whichever is earlier.

The BMW center will allow you to take your Vehicle (referenced above) home and store it while you are driving the loaner/rental vehicle.

You therefore agree to the following:

- You will drive the Vehicle directly home and will not drive it again, other than to return it to the BMW center when the parts are available to perform the Recall repair
- You will store your Vehicle at your home, or another safe location of your choice, at your own risk
- You will ensure that the vehicle's keys are secured and inaccessible to others
- You will maintain your Vehicle and will not alter, modify or sell the Vehicle (except in the case of a leased vehicle, which you may return at the expiration of your lease, if that time pre-dates the availability of the replacement parts for the Recall)
- You understand that you will be responsible for any and all damages caused to the Vehicle if it is driven prior to the performance of the Recall repair, other than directly to or from the center

By signing below, you expressly agree to all of the terms and conditions set forth herein.

Date

Name (Signature)

Name (Print)

Address

City/State/Zip

Telephone Number (Text message: Y / N)

Email

Status i.e., owner, lessor, lessee, etc.

Recall 16V-071

3/11/2016

Customer script recommendation:

Thank you for your call / inquiry regarding the current Takata airbag recall. I want to personally assure you that BMW of North America takes your safety and this industry-wide situation very seriously. BMW has notified the National Highway Traffic Safety Administration, known as NHTSA, of our intent to recall approximately 840,000 cars and Sports Activity Vehicles equipped with Takata PSDI-5 driver-side front air bags to have the driver-side front airbag replaced. These vehicles, covering model years 2006 to 2015, were not part of earlier Takata-related air bag recalls.

Currently, we do not have a fixed date for the replacement parts.

Here's what I can tell you: If you own a *potentially* affected BMW vehicle, you will be sent a first-class letter in the mail within the next few weeks with more information on what you can do prior to availability of the replacements parts. Once the parts are available, owners will receive another letter with instructions on what to do to have the parts replaced.

While I certainly understand that this may not answer all your questions, I hope it helps a little to know what to expect in light of this industry-wide recall. BMW is working as quickly as possible to address this situation and we very much appreciate your patience as we do.

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [INSERT VIN]

May 2016

Recall Campaign No. 16V-071: Driver's Air Bag Module

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2006-2015 BMW 1 Series, 3 Series and X1, X3, X5 and X6 Sports Activity Vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

In March 2016, we informed you of this matter by letter, indicating that we were not ready to perform this recall due to parts availability. **We are pleased to inform you that we now have an interim repair available for your vehicle.** An interim repair involves replacing the inflator with a newly manufactured version. NHTSA has concluded based on information it has collected, that the age of the inflator, temperature cycling and environmental moisture are the likely root cause of rupturing. Therefore, replacing the older inflator with a newer version reduces the safety risk associated with your vehicle until a final remedy is available.

You should have the inflator replaced as soon as possible and not wait for the final remedy. Please contact your authorized BMW Center immediately to schedule an appointment. You can locate your nearest BMW center at www.bmwusa.com/dealers.

All owners that have an interim remedy applied will still be offered a free final remedy. We will notify you again when the final remedy is available.

What is the issue?

In the event of a crash necessitating deployment of the driver's air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking the driver or other passengers potentially resulting in serious injury or death.

At the present time, BMW is not aware of any ruptures in its vehicles equipped with this type of inflator subject to this recall.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

Depending on your model, either the inflator or the air bag module with inflator will be replaced. This free repair will take approximately one hour.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if you are not the current owner of this vehicle?

If you are no longer the vehicle owner/lessee, please fill out the enclosed postage-paid card so we can update our records.

To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

What if you have questions or experience problems?

Should you need additional assistance, you may contact BMW Customer Relations and Services via Email at CustomerRelations@bmwusa.com or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this recall may cause; however, be assured that BMW is concerned about your safety and security.

BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

Sincerely,

BMW of North America, LLC

SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: B65 15 16 - Recall Campaign 16V-071: Driver's Front Air Bag Module E83

BMW has decided that a safety defect exists in certain models below and has issued a recall to address the issue, effective February 5, 2016.

<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
X3 SAV	2007-2010	64,925	Aug 2006 – Aug 2010

The defect involves the driver-side front air bag module.

Owners will be notified by mail informing them about the recall and will be instructed to bring their vehicles in for a free repair when parts become available.

Reminder: It is a violation of Federal law for you to sell, lease or deliver any vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to a consumer until it is fixed or use/sell replacement equipment/parts subject to a Recall. Note also that substantial civil penalties apply to violations of this law.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.



Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

BULK SHIPMENT PACKAGE REFERENCE GUIDE

SI B65 15 16 Recall Campaign 16V-071: Driver's Front Air Bag Module E83

Centers with 15 or more of the Air bag modules may now utilize a bulk shipment option.

<p>1 Stacking:</p> <p>Place the safety device and shrink-wrap them on the pallet.</p> <p><u>(no more than 60 inches in height).</u></p>	
<p>2 Labeling:</p> <p>Put the following labels on both sides of the skid:</p> <ul style="list-style-type: none">• Class 9• UN3268 (Safety devices)*• OVERPACK USED* <p>*Can be printed on Letter Size paper using Microsoft Word</p>	

Contact for Pickup:

When the shipment is **READY FOR PICKUP** , please contact DeAndre Foley by email:

SCTakataRestraints_International@XPO.com

Please include “**BMW RETURN**” in the subject line and provide the following information:

Center name

Center address

Center telephone

Center email

DeAndre Foley will contact you and provide you with the BOL and further instructions.

For any questions and concerns regarding the Recall Airbags, please contact

airbagreturns@bmwna.com

REP-REP-RAE8332-3234020FL Removing and installing/replacing airbag unit (from 09/2006), VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	X'/E83/off-road vehicle/X3 3.0i/N52/AUT/US/left-hand drive/2008/05		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

32 34 020

Removing and installing/replacing airbag unit (from 09/2006)

**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.



Important!

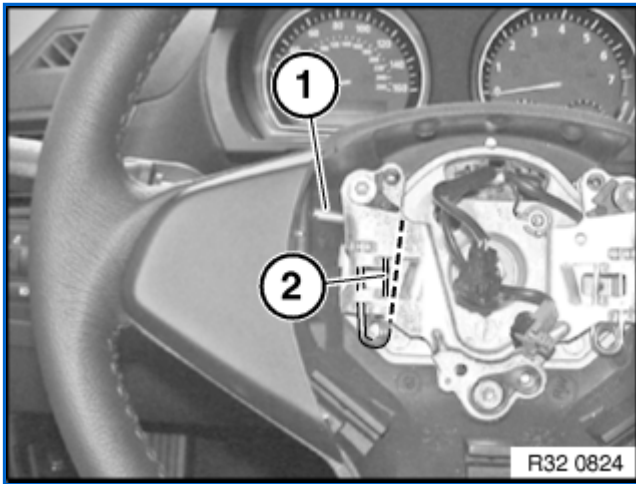
[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#) .



Necessary preliminary tasks:

- Disconnect [battery negative lead](#)



Insert Torx screwdriver T30 (1) horizontally into opening on reverse side of steering wheel until a spring resistance is felt (approx. 4 cm).

Press spring leg (2) with Torx screwdriver (1) up to stop and pull airbag unit away from steering wheel.

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



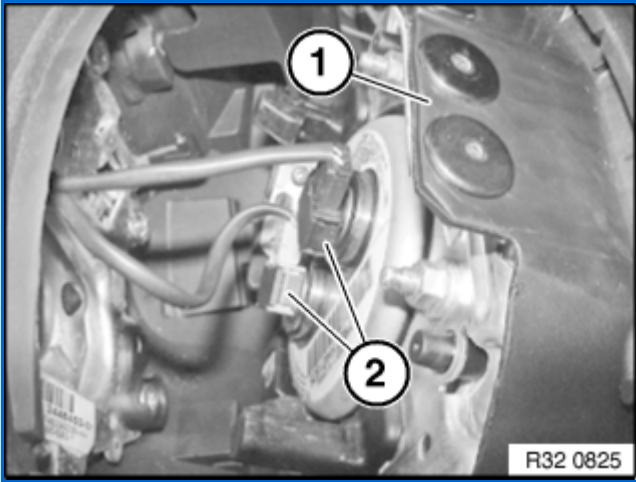
Warning!

Risk of injury!

Airbag unit may only be set down with the airbag itself facing upwards .

Tilt airbag unit (1) towards rear.

Disconnect [plug connections](#) (2) and remove airbag unit (1).



Installation:

Connect plugs to connections of same colour on airbag unit.

REP-REP-RAE8332-3234030 Removing and installing / replacing airbag unit (sport steering wheel), VIN: XXXXXXXX

ISTA system version	3.55.10.16319	Data version	R3.55	Programming data	-
VIN	XXXXXXXX	Vehicle	X'/E83/off-road vehicle/X3 3.0i/N52/AUT/US/left-hand drive/2008/05		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

32 34 030

Removing and installing / replacing airbag unit (sport steering wheel)



Warning!

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with [safety regulations](#) for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.



Important!

[Steering wheel](#) must be replaced if airbag unit has been triggered!

Follow [procedure after airbag triggering](#).

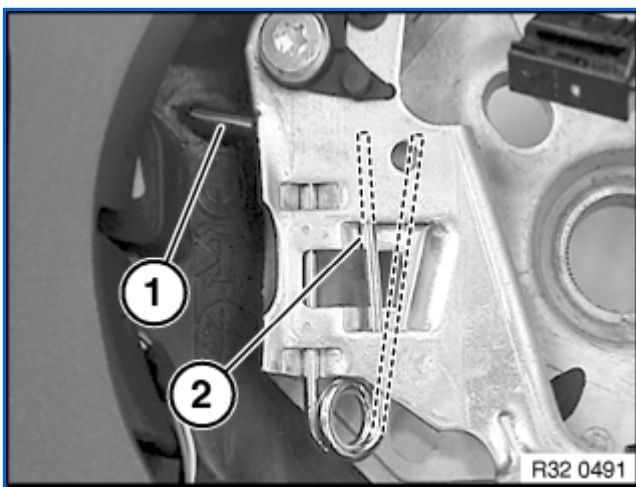


Necessary preliminary tasks:

- Disconnect [battery negative lead](#)



Insert Torx screwdriver (T30) horizontally into opening on reverse side of steering wheel up to stop (approx. 4.5 cm).



Increase pressure with Torx screwdriver T30 (1) on spring leg (2) until airbag unit is unlocked.

Repeat procedure on other side.

Installation:

Make sure electrical leads are correctly positioned.

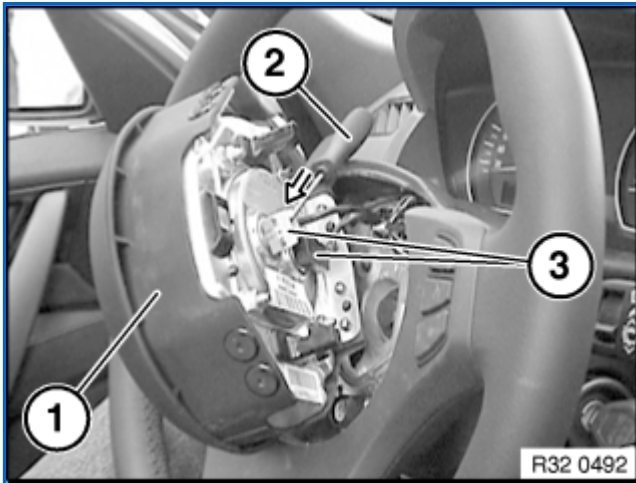
Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.

Warning!



Danger of injury!

Airbag unit may only be set down with the airbag itself facing upwards.



Tilt airbag unit (1) slightly to one side.

Slide screwdriver (2) from front into both plug connections (3) until cover lifts off.

Disconnect plug connections (3).

Remove airbag unit (1).

Installation:

Connect plugs to connections of same colour on airbag unit.